

279792

northAmerican.
VAN LINES

CAL T 189243

MOTHER LODE VAN & STORAGE, INC.

11255 Pyrites Way #400
RANCHO CORDOVA, CA 95670-4481
1-916-631-4285

April 30, 2004

FMCSA 41-2579-99

2004 MAY -3 P 2:27

DEPT OF TRANSPORTATION
DOCKETS

The Honorable Annette M. Sandberg, Administrator
Federal Motor Carrier Safety Administration
400 7th Street, SW, Room MC-AD/M1100
Washington, DC 20590

Dear Administrator Sandberg:

Mother Lode Van & Storage, Inc. serves as an agent for northAmerican Van Lines in the Sacramento, CA metro area. We have received many quality awards from northAmerican and have been in the moving business for decades.

We respect the intent to provide accurate information to our inter-state moving customers and fully support the enforcement of the new household goods consumer protection regulations. We are, however, not able to adequately perform these improved consumer protections because neither we or our carrier, northAmerican Van Lines, is capable of providing all the forms or the training required by May 5, 2004.

AMSA has requested an extension of the effective date to November 30, 2004, or after. We support the need for this extension. Without the extension of the effective date, every small business like Mother Lode Van & Storage, Inc. will have severe problems complying with this schedule.

While the new procedures were written to protect the consumer from the "rogue mover" and "legal, unethical mover", the largest impact is going to be felt by all the movers like Mother Lode who have spent years and years providing the consumer with quality services. Forcing all movers to adapt to a very complex, new procedure during the busiest possible relocation season, will create many more problems for consumers than it solves.

Please, postpone the May 5, 2004 effective date to a later date that will enable compliance and achieve the objectives intended by the new regulation.

Thank you,

Ron Larson
Ron Larson
Owner/MLVS, Inc.

cc: Warren Hoemann, Deputy Administrator

AGENT FOR northAmerican VAN LINES